

We constantly strive to improve our high standards. Your comments are very important to us and will be assessed by our management team.

SCHOOL: PARTY LEADER:
CENTRE: ABERNANT LAKE DATES: 24-26 APRIL
NAME OF ACCOMMODATION:

Please score on the following basis if not making any comment

1 - Excellent 2 - Very Good 3 - Good 4 - Acceptable 5 - Poor

SECTION 1: Pre-Arrival

How could we improve our website, www.manoradventure.com? Never used it

If you had a visit from one of our School Journey Advisors:

Did he provide a fair description of our centre and product? N/A

How professional was the Presentation Evening? N/A

How did you rate our pre-visit administration? 1

Customer Services (Bookings, payments, support)? 1

Operations (Rooming, outdoor pursuit programmes, support)? 1

Preview visit to the centre? N/A

SECTION 2: Arrivals

General Welcome: 1 Fire Drill: 1

Room Allocation: 1 Introductory Talk: 1

SECTION 3: Centre Facilities

Pupil Accommodation: 1 Teacher Accommodation: 1

Washing & Toilet Facilities: 1 Cleanliness / Hygiene: 1

The Grounds: 1

Were there any accommodation problems? no

Standard of cleanliness / tidiness? (teacher & pupil) 1

Standard of Furnishing? 1 - Great refurb this year.

SECTION 4: Catering / Meals

Were the meals of an adequate standard? Great - as always

Was there enough to eat? Plenty

Was the food served promptly? Yes

Were all dietary requirements catered for? Yes

How do you rate the packed lunches? N/A

Any other comments? Drying Room wasn't that heated

during this visit

SECTION 5: Centre Staff & Outdoor Pursuits

Did the Head of Centre / Chief Instructor make themselves known to you during your visit?

Yes - 1

How do you rate the Centre Staff / Instructors?

Helpful: 1 Professional: 1

Were the Instructors motivating / clear / enthusiastic? Very clear. One of

our groups found Kyle very enthusiastic, haven't heard one

How do you rate the outdoor pursuits? 1 - child laugh so much

How do you rate the outdoor pursuit equipment? 1

What were your pupil's favourite outdoor pursuits? Water activities, they

couldn't pick between them.

Are there any new outdoor pursuits you would like Manor Adventure to offer? no

Do you have any suggestions on how we could improve our product or outdoor pursuits?

N/A.

SECTION 6: Overall Assessment

Which aspect of your stay was most enjoyed? WATER ACTIVITIES

Which aspect of your stay was least enjoyed? THEY HAVE ENJOYED EVERYTHING

How do you rate the overall product on a value for money basis? GREAT VALUE FOR MONEY

Will you be considering a further visit with Manor Adventure? YES - NEXT JUNE

Have you any further general comments which you feel would be useful to us?
N/A

Where did you hear of Manor Adventure? PREVIOUS VISITS

What were the reasons for choosing Manor Adventure? HAD A GREAT TIME DURING OUR LAST VISIT

Which centre did you visit last year? ABERNANT LAKE

What other visits does your school organise? NONE

SECTION 7:

Do you know of any other schools or colleagues who may be interested in visiting any of our centres in England, Scotland, Wales and France?

Name: Name:

Address: Address:



manor adventure

COURSE REPORT FORM

for

Culmington Manor, Shropshire

Lockerbie Manor, Scotland

Abernant Lake Hotel, Wales

Willersley Castle, Peak District

Norfolk Lakes, Norwich

Your views are very important to us. We would greatly appreciate five minutes of your time to complete and return this form to reception prior to your departure.

We hope you have enjoyed your visit with us



Have you considered our French Centres



Le Château du Broutel



Le Château de Warsy

